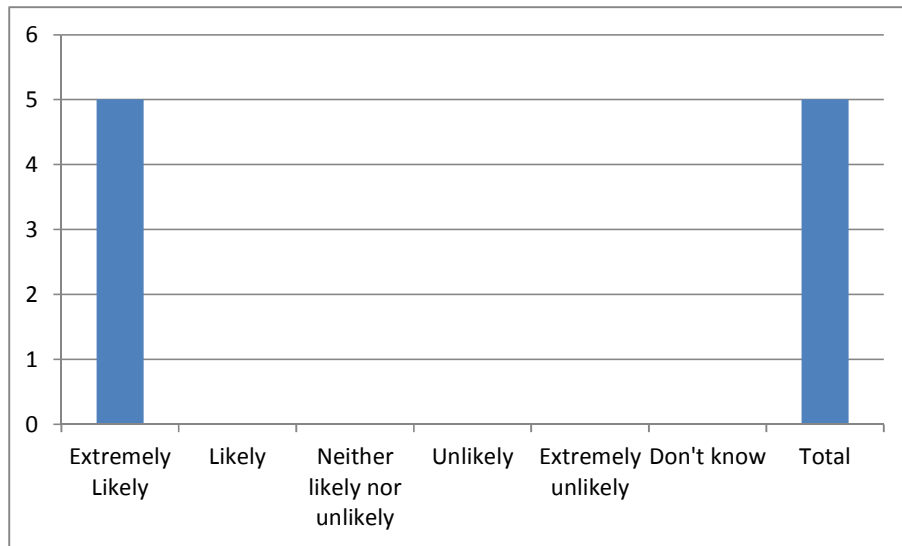


Results of Friends and Family (FFT) Survey for August 2016



Thank you to those of you who completed the Friends and Family Survey for us in August. We are again delighted with the feedback we have received. As you can see from the above graph, all five patients completing the survey were 'extremely likely' to recommend us to their family and friends.

Remember you can complete the survey as often as you like as your comments are a reflection on 'today's' experience.

We asked patients to tell us why they gave us the rating that they did and here are the answers that were given.... Please remember that we can only publish your comment if you give us permission to do so by ticking the box. This month two patients gave us permission to do this.

Patients who were 'extremely likely' to recommend us said...

"I can always get to see a Doctor when I need to. It's not always my doctor, but if the problem is urgent that doesn't matter, does it? The receptionists and other staff are almost always extremely pleasant and helpful. By almost always I mean one bad experience in over 26 years! The systems for prescriptions and results work well. The doctors are excellent, as are the nurses. The diabetic care is very good, better than at last two other surgeries to my certain knowledge."

"A good practice with several doctors and nurses. Efficient receptionists. Doctors and nurses have always been helpful and courteous. I have been using this surgery for over 30 years. I usually pop into the surgery to make an appointment. I am not sure that the telephone automatic answering service is easy to follow. For myself, if you can call into the surgery and are prepared to see any of the medical practitioners you will get an appointment more quickly."

The other responders did not wish to share their comments publicly.

Whilst we are once again delighted to receive such encouraging feedback, we would not become complacent and acknowledge that there is always room for improvement.

Our follow-up question asked patients...

If we could change one thing about your care or treatment to improve your experience, what would it be?

We received one response with permission to publish to this question...



"Not necessary"

Please do keep the feedback coming. It's very encouraging to read all your positive comments at the end of a busy day but equally we need to know when we are getting it wrong so that we can make improvements to the service we provide.